

E-01345A-08-0172



0000095576

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

Investigator: Carmen Madrid

Phone: [REDACTED]

2009 APR - 2

Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion **No.** 2009 77948

Date: 3/31/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Debra J.

White

Account Name: Debra J. White

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Tempe

CBR: [REDACTED]

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****REFERRED FROM CHAIRMAN MAYES' OFFICE*****

Arizona Corporation Commission

DOCKETED

APR - 2 2009

From: Debra J. White [mailto:[REDACTED]]
Sent: Monday, March 30, 2009 3:22 PM
To: Mayes-WebEmail; Newman-Web; Kennedy-Web; Stump-Web; Pierce-Web
Subject: APS

DOCKETED BY

[Signature]

Dear Commissioners,

I have mixed feelings about a rate hike. On the one hand, now is a bad time to ask. Too many people can't afford it. On the other hand, a rate hike might encourage more people to conserve energy.


I would approve a smaller rate hike than asked for only if APS is forced to come up with energy saving measures. Less water would be used, fewer pollutants would enter the air, and we would help cut down on greenhouse emissions.

I suggest that you also find out how APS is spending the money. For example, are they another classic case of AIG - handing out bonus money to executives who failed the company? Why should citizens continue to reward bad behavior?

APS should also reward citizens who reduce energy ie offer rebates for newer power saving appliances. Help low income people install weatherization. APS should not get the rate increase without having to offer the citizens something solid in return that will benefit the environment and the citizens.

Debra J. White
Tempe, AZ

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM


Debra J. White
No one ever died
from over exposure
to education
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

March 31, 2009

Debra J. White
Tempe, AZ

RE: ARIZONA PUBLIC SERVICE COMPANY
DOCKET NO. E-01345A-08-0172

Dear Ms. White;

Your opinion regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/1/2009

Opinion No. 2009 - 77948
